

## After Hours Monthly Support Summary



For the period: Monday, December 01, 2008 12:00:00 AM to Wednesday, December 31, 2008 11:59:59 PM

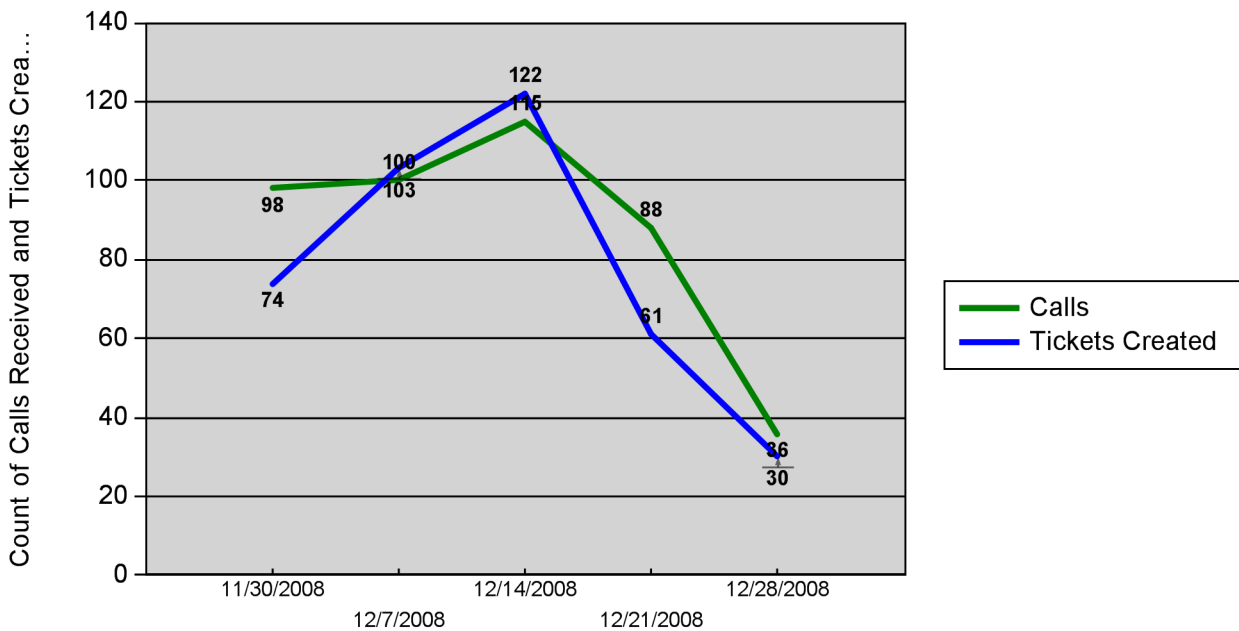
Snapshot Date: 1/1/2009 6:34:05 AM

Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

**Total Calls: 437**

**Total Tickets: 390**

**Calls Received and Tickets Created By Week**



NOTE: Occasionally, a phone call does not produce a REMEDY ticket (e.g. due to status callback, wrong number, etc). This explains discrepancies in the calls versus the total number of tickets.

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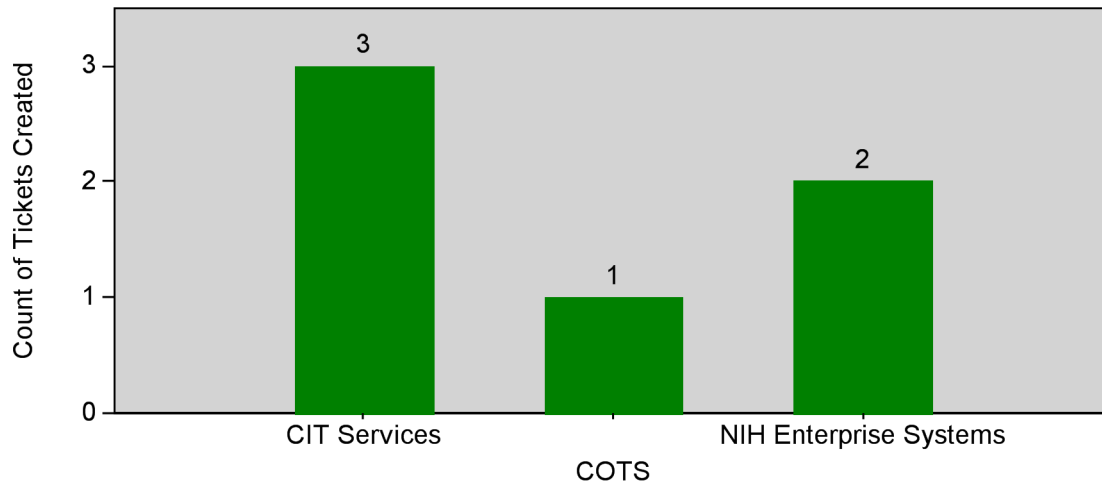
Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

**For Week of: 11/30/2008**

**Calls Received: 98**

**Tickets Created: 74**

**Tickets Created By Category Summary**

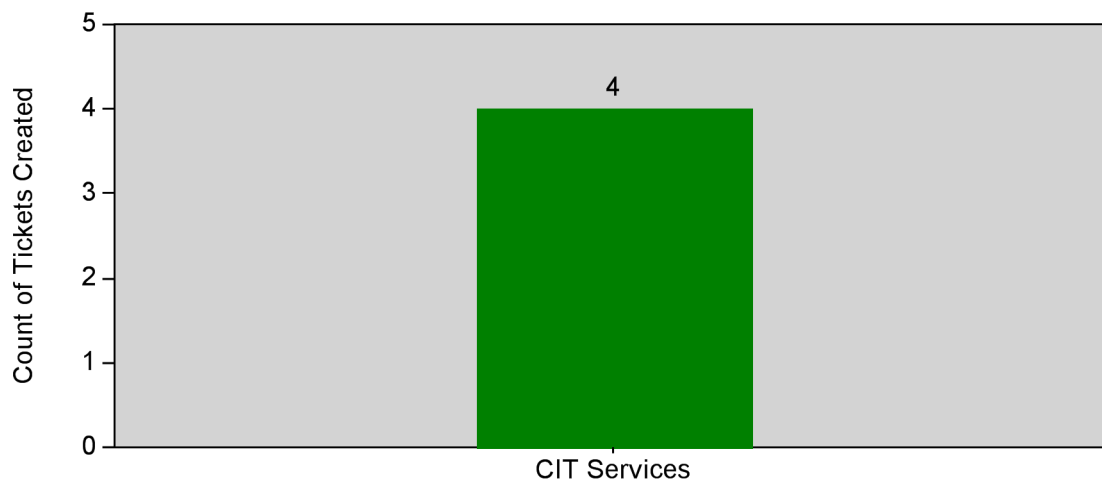


**For Week of: 12/7/2008**

**Calls Received: 100**

**Tickets Created: 103**

**Tickets Created By Category Summary**



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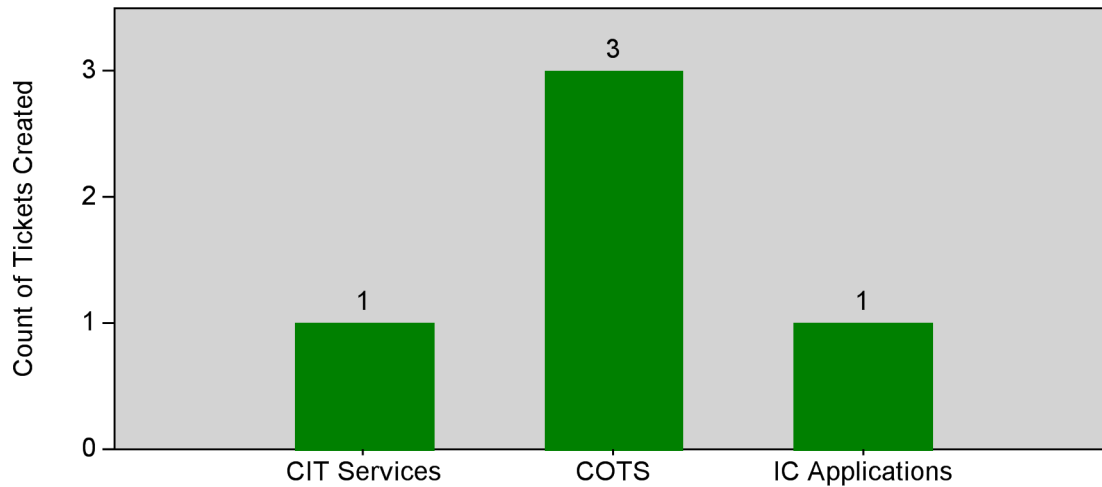
Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

**For Week of: 12/14/2008**

**Calls Received: 115**

**Tickets Created: 122**

**Tickets Created By Category Summary**

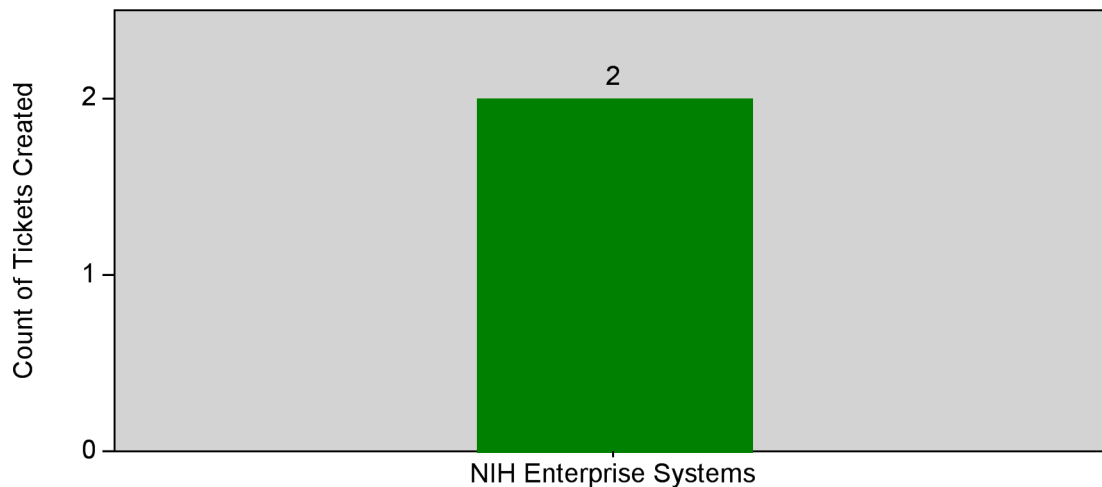


**For Week of: 12/21/2008**

**Calls Received: 88**

**Tickets Created: 61**

**Tickets Created By Category Summary**



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Snapshot Date: 1/1/2009 6:34:05 AM

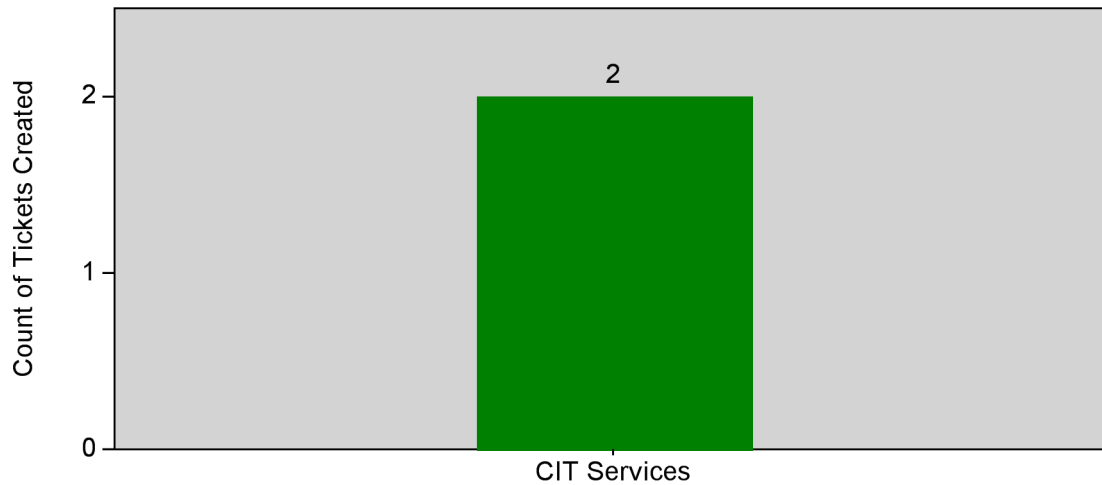
Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

For Week of: 12/28/2008

Calls Received: 36

Tickets Created: 30

Tickets Created By Category Summary



GRAND TOTAL:	
Calls Received:	437
Tickets Created:	390